



Perryville Rozier's now accepting CEC payments

A CEC remote payment station is now located in the Perryville Rozier's Food Centre to provide added convenience for members who want to pay in "real time" after business hours and on weekends. It's a *free* service, and your payment is applied *immediately* to your Citizens Electric account.

Please note: You must bring your Citizens Electric bill or account number in order to pay at Rozier's. Payments can be made with cash, checks, debit cards or credit cards (VISA, MasterCard, Discover). For your assurance, always ask for your receipt.

This is CEC's second RPS device to be installed at a local business. Rozier's Country Mart in Ste. Genevieve began accepting CEC payments earlier this year. Watch for additional sites coming soon.

Did you know that you can pay 24/7 at www.cecmo.com? Contact us from the home page or email citizens@cecmo.com and request a password for Online Bill Pay, another free payment option.

Notice of Allocation Factors

Since CEC operates as a not-for-profit cooperative, capital credits are allocated (assigned) to members' accounts whenever revenues exceed expenses. Those margins are assigned based on the patronage (revenue) from each member. Since Wabash Valley Power Association (WVPA), our power supplier, is also a cooperative, capital credits are now allocated to CEC based on our power purchases.

Just as Citizens Electric periodically retires capital credits that are allocated to its members, Wabash may retire capital credits in the future at their board's discretion.

We recently changed the way we allocate capital credits to more closely reflect the way WVPA allocates to us. CEC is keeping the allocations separate, so that our board can retire CEC or WVPA credits at appropriate times as the financial condition of the Corporation allows. ***Please note that these capital credits are being allocated at this time and not refunded.***

Source of Capital Credits	2007	2008	2009	2010
CEC Margin Allocation Factor (CEC Margins/CEC Gross Revenues)	3.7227%	2.0414%	4.3794%	5.5768%
Wabash Margin Allocation Factor (Wabash Margins Allocated/CEC Gross Revenues)	0.7754%	2.1504%	2.6456%	1.1772%
Total Allocation Factor	4.4980%	4.1918%	7.0250%	6.7540%



Pay on a friend's electric bill

A great gift idea any time of the year

If you're struggling to think of the perfect gift that is practical and thoughtful, consider making a payment on a friend's Citizens Electric bill. Pay by phone with a credit or debit card or stop by one of our offices.

We'll send a personalized card for you and include your name as the giver (unless you want us to keep that a secret).

This is a great way to show you care. You have the power to make a difference!

Improving energy efficiency in manufactured homes

While you may think the bigger the home, the bigger the electric bill, that's not necessarily true. Frequently members living in manufactured homes tend to have the highest electric usage.

Manufactured housing refers to a home built in a factory. While they are typically more affordable than "stick-built" homes, they may not be affordable to heat and cool. They come in several configurations: single-, double-, and triple-wide. Since many manufactured homes were originally intended for seasonal use only, lower-quality, less efficient or less durable materials may be used in construction. In addition, they usually have low levels of insulation in the walls, floors and ceilings. Along with single-glazed windows and uninsulated doors, there are typically higher levels of air leakage and infiltration.



In the process of transporting the unit to the site, movement can disrupt the integrity of its original construction. Furthermore, if joining of multiple sections is not done properly, it leaves an air and moisture gap in the "marriage wall." When it is a double- or triple-wide home, a crossover duct is used to provide air flow between the sections. This particular duct often is found to be a major culprit of air leakage. In addition, other ductwork may not be wrapped with insulation, allowing heating and cooling losses.

Air infiltration can become a serious problem over time as the "belly board" that holds the insulation in place under the floor and crossover duct become compromised by moisture, material breakdown or rodents and other animals. Lack of a vapor barrier in the roof cavity and crawl space can allow moisture penetration problems reducing energy efficiency and creating mold problems.

Checklist of ways to improve efficiency

√ Install weatherstripping around doors or upgrade doors to higher efficiency units.	√ Install skirting around base of home to prevent animal damage to belly board and floor insulation
√ Caulk leaky windows and doors or upgrade windows to double-or tripled-glazed.	√ Seal duct connections and ends and install duct insulation wraps.
√ Install gaskets in electrical wall sockets	√ Repair or replace belly board.
√ Add insulation to attic space and below floor, if accessible.	√ Replace flexible crossover ducts with metal or seal crossover duct.
√ Clean condensing coils	√ Clean/replace furnace filter and air filter
√ Install vapor barrier in ceiling and floor, if accessible.	√ Seal plenum below furnace
√ Replace electric furnace with heat pump.	√ Install window A/C covers

Auto Pay winners selected

Back in August, we announced that everyone who is signed up for Auto Pay by September 30 would be eligible to enter a drawing for \$100. In fact, five lucky winners have been selected to win \$100 each! Congratulations to the following CEC members: Richard Lipp of Ste. Genevieve; Charles Richardet of Perryville; Doris Elkins of Jackson; Jack Thompson of Jackson; and Robert Weiler of Ste. Genevieve.

Periodically we run Auto Pay drawings, so don't miss the next opportunity to be a winner. For more information on Auto Pay, go to cecmo.com or call 1-877-876-3511.

There's still time to speak out

December 1, 2011 is the deadline to return your completed Member Survey that was enclosed with the September bill.

If you misplaced it, go to www.cecmo.com and complete the survey online for two chances to win \$50! Answer 16 easy questions, and you could be a winner!